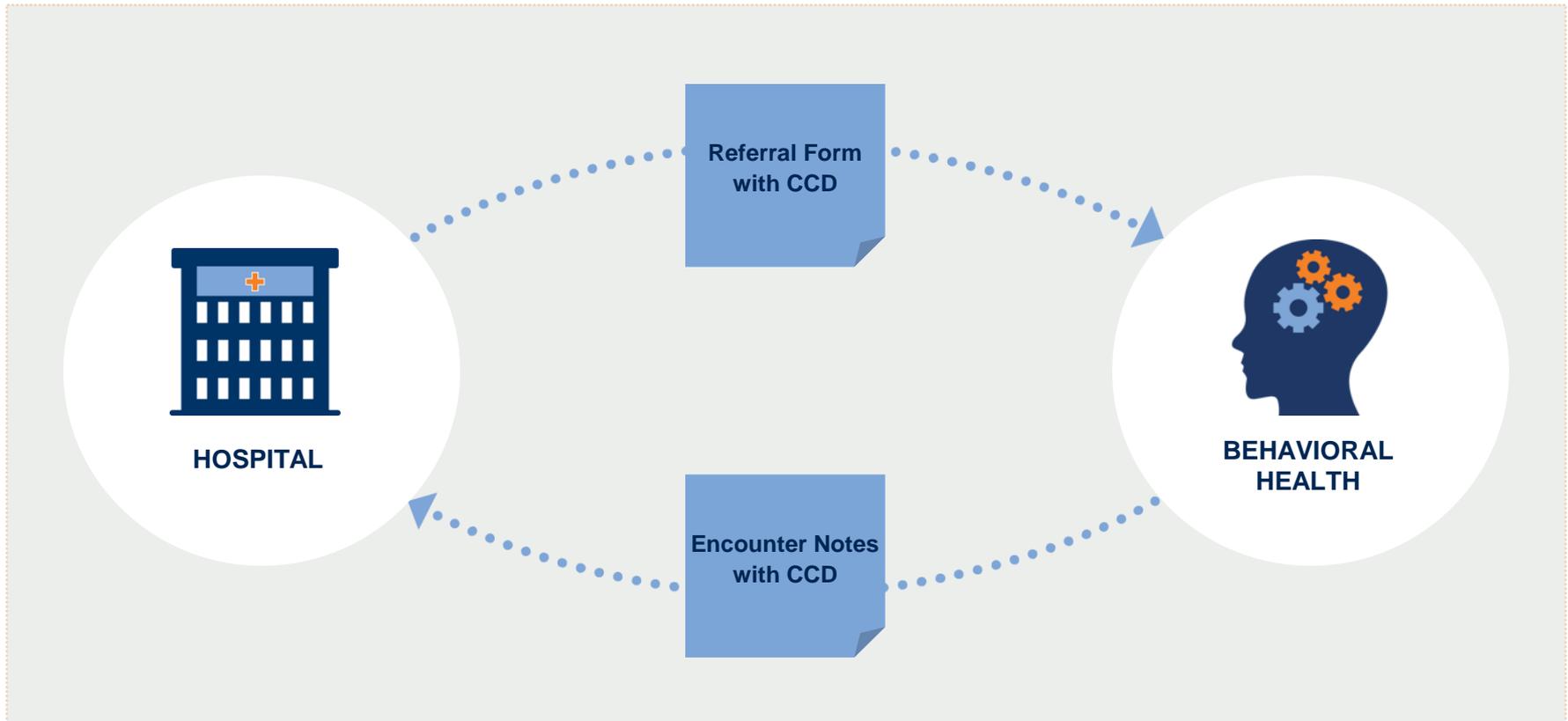


CLOSED LOOP REFERRALS USE CASE

REFERRAL AND DOCUMENT EXCHANGE BETWEEN HOSPITAL AND BEHAVIORAL HEALTH SPECIALIST



GOAL

Facilitate seamless transfer of patient referral and treatment information.

CLOSED LOOP REFERRALS USE CASE

REFERRAL AND DOCUMENT EXCHANGE BETWEEN HOSPITAL AND BEHAVIORAL HEALTH SPECIALIST

ORGANIZATION

Hospital and Behavioral Health Organization.

GOAL

Facilitate seamless transfer of patient referral and treatment information to improve patient safety, outcomes and overall experience.

TRADING PARTNERS AND SYSTEMS

- **Hospital** - EHR to send and receive over MA Hlway;
- **Behavioral Health Organization** - EHR / HISP to send and receive over MA Hlway.

DATA TO EXCHANGE

- Request for BH screening document;
- Brief encounter form.

STORY

Hospital physician determines that a patient would benefit from a behavioral health screening from a BH clinician. Physician notifies the Medical Integration team (co-located) of the need for a Brief Encounter screening via text message over a secure messaging system.

Patient consent is acquired and the clinician completes a screening (in BHO's EHR), including a plan for additional services, if necessary. The clinician sends a Direct Message to hospital's designated Direct Address within one business day; the message includes CCD and electronic version of the Brief Encounter form.

If the plan includes additional BH services to be provided, the hospital creates a Direct Message including CCD and sends it to the designated BH Direct Address.